TASK BOOK FOR THE POSITION OF

PUBLIC INFORMATION OFFICER TYPE 1 (PIO1) PUBLIC INFORMATION OFFICER TYPE 2 (PIO2)



PMS 311-06 MAY 2006

TASK BOOK ASSIGNED TO:				
INDIVIDUAL'S NAME, DUTY STATION, AND PHONE NUMBER				
TASK BOOK INITIATED BY:				
OFFICIAL'S NAME, TITLE, DUTY STATION, AND PHONE NUMBER				
LOCATION AND DATE THAT TACK DOOK WAS INITIATED				
LOCATION AND DATE THAT TASK BOOK WAS INITIATED				

The material contained in this book accurately defines the performance expected of the position for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

EVALUATOR

DO NOT COMPLETE THIS UNLESS YOU ARE RECOMMENDING THE TRAINEE FOR CERTIFICATION

AGENCY CERTIFICATION					
I certify that					
has met all requirements for qualification in this position and that such qualification has been issued.					
CERTIFYING OFFICIAL'S SIGNATURE AND DATE					
CERTIFYING OFFICIAL'S NAME, TITLE, DUTY STATION, AND PHONE NUMBER					

Copies of this publication are available at the following website:

http://www.nwcg.gov/pms/taskbook/taskbook.htm

NATIONAL WILDFIRE COORDINATING GROUP POSITION TASK BOOK

Position Task Books (PTBs) have been developed for designated positions within the National Interagency Incident Management System (NIIMS). Each PTB lists the performance requirements (tasks) for the specific position in a format that allows a Trainee to be evaluated against written guidelines. Successful performance of all tasks, as observed and recorded by an Evaluator will result in a recommendation to the agency that the Trainee be certified in that position.

Evaluation and confirmation of the Trainee's performance of all the tasks may involve more than one Evaluator and can occur on incidents, in classroom simulations, and in other work situations. **Designated PTBs require position performance during which the majority of required tasks are demonstrated on a wildland fire.** Wildland fire includes; wildfire, prescribed fire, and wildland fire use. Some positions require that specific tasks be performed on a wildfire. Performance of these tasks on other kinds of incidents is NOT qualifying. It is important that performance be critically evaluated and accurately recorded by each Evaluator. All tasks must be evaluated before recommending certification. All bullet statements within a task which require an action (containing an action verb) must be demonstrated before that task can be signed off.

A more detailed description of this process, definitions of terms, and responsibilities are included in the PMS 310-1, NIIMS Wildland Fire Qualification System Guide. A brief list of responsibilities also appears below.

RESPONSIBILITIES:

- 1. The **Home Unit/Certifying Official** is responsible for:
 - Selecting Trainees based on the needs of the Home Unit/Certifying Official and agreements with cooperators.
 - Ensuring individuals selected as Trainees are qualified in any prerequisite position and have successfully completed all Required Training prior to PTB initiation, task evaluation and/or position performance.
 - Initiating and explaining the purpose and proper use of the PTB, and the training, qualification and certification process.
 - Ensuring the Trainee has the opportunity to acquire the knowledge/skills necessary to perform the position.
 - Providing opportunities for non-incident ("O") task evaluation, for position performance assignments on local incidents, and/or make the Trainee available for assignments to larger incidents.
 - Tracking the progress of the Trainee.
 - Reviewing and confirming the completion of the PTB and making a determination of certification.
 - Issuing proof of certification as required by PMS 310-1.

2. The **Trainee** is responsible for:

- Reviewing and understanding instructions in the PTB.
- Meeting with the Trainer/Coach and/or Evaluator and identifying desired goals and objectives for an assignment.
- Ensuring readiness to perform the tasks of the position prior to undertaking a position performance assignment.
- Providing background information (training and experience) to the Trainer/Coach and/or Evaluator.
- Completing the PTB within the three-year time limit. If the PTB is not completed in three years from the date of the PTB initiation (or first task being evaluated), the PTB will no longer be valid. A new PTB may be initiated, but all current qualification standards will then apply.
- Ensuring a qualified Evaluator completes the appropriate Evaluation Record, initials completed tasks, and enters a number in the Evaluation Record # column.
- Providing a copy of the completed PTB to the Home Unit/Certifying Official.
- Retaining the original PTB.
- Providing proof of qualifications on an incident.

3. The **Evaluator** is responsible for:

- Being qualified in the position being evaluated.
- Meeting with the Trainee and determining past experience and training, current qualifications, desired goals and objectives of the assignment.
- Reviewing the tasks in the PTB with the Trainee and explaining the procedures that will be used in the evaluation and the objectives which should be met during the assignment.
- Reaching an agreement with the Trainee on the specific tasks which can be performed and evaluated during the assignment.
- Accurately evaluating and recording the demonstrated performance of tasks.
- Completing the appropriate evaluation record in the back of the PTB.
- Completing the verification statement inside the front cover of the PTB once all tasks in the PTB have been completed and signed off.

4. The Trainer/Coach is responsible for:

- Being qualified in the position for which training is being provided.
- Meeting with the Trainee and determining past experience and training, current qualifications, desired goals and objectives of the assignment.
- Reviewing the tasks in the PTB with the Trainee and explaining the procedures that will be
 used in the training assignment and the objectives which should be met during the
 assignment.
- Reaching an agreement with the Trainee of the specific tasks which can be performed during the assignment.
- Documenting training assignment according to agency policy or Home Unit/Certifying Official procedures.

5. The **Training Specialist** is responsible for:

- Meeting with the Trainee and determining the type of assignment necessary (position performance or on-the-job training).
- Identifying opportunities for on-the-job training and position performance assignments which meet the Trainee's needs and objectives.
- Working with the incident or Home Unit/Certifying Official to identify and assign qualified Evaluators.
- Initiating a PTB after acquiring authorization from the appropriate agency official of the Home Unit.
- Documenting all on-the-job training and position performance assignments.
- Conducting periodic progress reviews to ensure assignments are proceeding as planned.
- Conducting a close-out interview with the Trainee and Evaluator to ensure that the PTB has been properly completed.

POSITION: PUBLIC INFORMATION OFFICER TYPE 1/2 (PIO1/2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
GENERAL1. Kit should contain those items specified in task book for PIOF.	О		
Other suggested items are: Regional/national media directories. NIFC national PIO directory. ICS resource order forms.			
 2. Ensure the safety and welfare of assigned personnel during the entire period of supervision. Recognize potentially hazardous situations. Inform subordinates of hazards. Ensure that special precautions are taken when extraordinary hazards exist. Ensure adequate rest is provided to all unit personnel. 	I		

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W = Task must be performed on a wildfire incident.

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Continuation Sheet

POSITION: PUBLIC INFORMATION OFFICER TYPE 1/2 (PIO1/2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
 Maintain positive interpersonal relationships. Employ good listening/responding skills with co-workers, incident personnel, media, and public. Employ conflict resolution skills to resolve problems within incident staff or with outside interests. Maintain positive working relationships with all co-workers, incident personnel, local publics, and agencies. Demonstrate respect for and sensitivity toward all cultures in contacts with incident personnel, public, and media, and in all written materials. Support cooperating and participating agencies in contacts with the media and public. Written materials (news releases, fact sheets) should reflect support of other agencies. Ensure that information personnel maintain a neat and professional appearance at all times. Practice "service concept" with public/ media/incident personnel. 	0		

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
MOBILIZATION			
4. Obtain complete information from dispatch upon initial activation:	I		
 Incident name. Incident order number. Request number. Reporting location. Reporting time. Transportation arrangement/travel routes. Contact procedures during travel (telephone/radio). 			
5. Contact agency Public Affairs Officer and/or established information center(s) by telephone to determine the following:	I		
 Level of public/media interest in incident. Amount of media on scene. Incident information activities already underway. Primary point of contact for media and public. Community issues and concern. 			
INCIDENT ACTIVITIES			
6. Establish contact with Incident Management Team (IMT) to obtain initial information and review available documentation such as:	I		
 Incident Action Plan (IAP). Incident organization chart. Any jurisdictional agency-specific reports. 			

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
 Develop policy with Incident Commander, IMT members, Agency Administrator, Agency Public Affairs Officer, and/or incident investigators regarding information gathering and dissemination. Ground and air access for news media. Participation in interviews. Release of sensitive information (including cause). Coordination with agency public affairs functions. 	I		
 8. Develop and receive Incident Commander's approval of a comprehensive, proactive communications strategy that reflects both immediate- and long-term goals. It should address the following: Incident Commander's needs. Jurisdictional agency's needs (Agency Information Officer). Acquisition and dissemination of nonroutine information. Media needs and access (air/ground). Information center operations. Field information operations (including media escort). Community relations. Secondary information centers. Internal information. Special projects. VIPs/special situations/sensitive issues. Information monitoring. Rumor control. Documentation (written/photo/video). Demobilization. 	I		

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 - R = Rare events rarely occur and opportunities to evaluate performance in a real setting are limited. Examples include; accidents, injuries, vehicle or aircraft crashes, etc. The Evaluator may be able to determine, through interview, if the Trainee would be able to perform the task in a real situation.

Continuation Sheet

POSITION: PUBLIC INFORMATION OFFICER TYPE 1/2 (PIO1/2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
 9. Submit orders to meet immediate- and long-term needs for center and field operations including: Staffing. Equipment. Supplies. 	O		
10. Prepare/approve a fact sheet/news release to address basic incident facts (address who, what, when, where, and why). Update on regular basis.	О		
11. <u>Initiate contact with and respond to inquiries from media.</u>	О		
12. Participate in briefings, meetings, and special sessions as a member of the IMT.	I		
 13. Conduct information staff briefings on a regular basis to address: Current and projected conditions. Sensitive issues. Interview procedures/information monitoring. Center and field staffing schedules. Ground and air transportation for PIOs. Communications. Accommodations. Uniform policy. 	O		

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
14. Brief information personnel on incident- specific hazards and safety procedures, addressing the following:	I		
 Safety elements of IAP. Personal protective gear (for PIOs and media). Fire weather and behavior. Identification/avoidance of hazardous conditions. Vehicle and aircraft safety. Lookouts, communications, escape routes, safety zones (LCES). 			
 Establish/supervise information center. Oversee PIOs in the gathering and dissemination of routine incident information. Assign PIOs to prepare/update fact sheets and visuals. Prepare briefing materials for Incident Commander and Agency Administrator, as needed. Host/moderate/serve as spokesperson for media or public briefings and other special presentations. Monitor media coverage of incident. Ensure that all contacts/significant events are documented. Brief Incident Commander and Agency Administrator on media and public relations/concerns regarding incident activities. 	O		
Contact media outlets to correct errors of fact and control rumors about the incident.			

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
 Establish/supervise field information function. Direct PIOs in providing media with ground and air access to the incident. Ensure that media/public is briefed on incident-specific hazards and safety procedures. Ensure that personal protective gear is provided for media. Ensure that all contacts and significant events are documented. 	I		
 17. In cooperation with jurisdictional agency, establish/supervise community relations function. Obtain maps/information about affected communities. Establish point of contact for local public to obtain incident information. Develop or approve information posting plan and establish secondary information centers where large numbers of citizens can be informed. Develop or approve fact sheet/flyer containing basic incident facts and items of interest to affected communities. Provide opportunities for local public and key contacts to view the incident and incident base. Plan/host/moderate/serve as spokesperson for public briefings. Convey citizen issues/concerns to Incident Commander and Agency Administrator. Use local community access television to convey incident information. 	I		

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
18. Establish/supervise procedures for distributing information to incident personnel, and cooperating and participating agencies (local, regional, national).	О		
 Information kiosks at incident base. Incident newsletter. Telephone and FAX updates. Video updates. 			
19. In coordination with jurisdictional agency, develop and/or approve messages for incorporation into routine incident information.	О		
 Positive messages concerning incident. Agency cooperation. Community/volunteer contributions. Resource/ecosystem management implications, policies, and activities. Fire prevention. Public safety. 			
20. In consultation with Incident Commander and Agency Administrator, develop strategy for informing/involving VIPs (elected officials, others).	0		
 Develop briefing materials. Plan/host/moderate/serve as spokesperson for VIP briefings and tours. 			

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
 21. Respond to special situations within incident (e.g., fatalities). Consult with Incident Commander and Agency Administrator to determine Information Officer's role. Determine agencies' policies or protocols regarding special situations. Assign PIOs to situation (accident scene, hospital, etc.). Determine the need for additional resources. Plan/moderate/serve as spokesperson for press/VIP briefings related to special situations. Supervise preparation of briefing materials. Ensure that all information is reviewed/confirmed/approved by Incident Commander and Agency Administrator. Coordinate with other involved agencies. Arrange for post-incident stress debriefing for information personnel, if needed. Convey accurate and timely information to incident personnel. 	0		
22. Determine and follow procedures for coordinating with other information functions (MAC group, area command, NIFC, GACCs, local communications centers, cooperating agencies, other incidents.	0		
23. Complete, review, approve, and submit required ICS documentation and other reports requested by Incident Commander and Agency Administrator.	О		

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
 24. Supervise subordinate PIOs. Do a survey of PIOs' skills/capabilities/ interests and match to opportunities when possible. Determine training/development needs and opportunities. Coach less experienced PIOs. Ensure accurate timekeeping. 	O		

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<u>DEMOBILIZATION</u>			
 25. Prepare information personnel demobilization plan keyed to level of media and public interest and information needs of incident personnel. Identify excess PIO resources. 	O		
 Coordinate with Liaison Officer on agency-specific standards for demobilization. Establish PIO release priorities and procedures. Brief information personnel on 			
 Brief information personnel on demobilization priorities/procedures. Maintain accounting system for personnel and supplies moved from one incident to another incident. Coordinate with Facilities Unit Leader. 			
 Document unusual conditions or media and public concerns. Transfer all documentation to documentation unit. 			
 Review subordinates' task books and certify successfully completed qualifications. 			
 Complete performance evaluation forms and identify training needs as required by agency policy. 			

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
 26. If requested, assist jurisdictional agency with preparation of a post-incident information strategic plan addressing: Rehabilitation efforts. Short- and long-term environmental concerns. Special issues (e.g., archeological sites). Community information needs. Hazard mitigation. Convey to jurisdictional agency public affairs officer copies of any documentation, photographs, video, maps, and visuals that may be of use following the incident. Assist jurisdictional agency with acquisition of incident video produced by news media. 	0		

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INSTRUCTIONS FOR EVALUATION RECORD

There are four separate blocks allowing evaluations to be made. These evaluations may be made on incidents, simulations in classroom, or in daily duties, depending on what the position task book indicates. This should be sufficient for qualification in the position if the individual is adequately prepared. If additional blocks are needed, a page can be copied from a blank task book and attached.

COMPLETE THESE ITEMS AT THE START OF THE EVALUATION PERIOD:

Evaluator's name, incident/office title, and agency: List the name of the Evaluator, his/her incident position or office title, and agency.

Evaluator's home unit address and phone: Self-explanatory

#: The number in the upper left corner of the Evaluation Record identifies a particular experience or group of experiences. This number should be placed in the column labeled "Evaluation Record #" on the Qualification Record for each task performed satisfactorily.

Location of Incident/Simulation: Identify the location where the tasks were performed by agency and office.

Incident Kind: Enter kind of incident; e.g., wildfire, prescribed fire, wildland fire use, search and rescue, flood, etc.

COMPLETE THESE ITEMS AT THE END OF THE EVALUATION PERIOD:

Number and Type of Resources: Enter the number of resources and types assigned to the incident pertinent to the Trainee's task book position.

Duration: Enter inclusive dates during which the Trainee was evaluated. This block may indicate a span of time covering several small and similar incidents if the Trainee has been evaluated on that basis; e.g., several initial attack wildfires in similar fuel types.

Management Level or Prescribed Fire Complexity Level: Indicates ICS organization level; i.e., Type 5, Type 4, Type 3, Type 2, Type 1, Area Command or prescribed fire complexity level (low, moderate, high).

NFFL Fuel Model: For wildfire, prescribed fire and wildland fire use experience enter number (1-13) of the fuel model(s) in which the incident occurred and under which the Trainee was evaluated.

Grass	1.	Short Grass (1 foot)	Timber	8. Closed Timber Litter
Group	2.	Timber (grass & understory)	Group	9. Hardwood Litter
•	3.	Tall Grass (2-1/2 feet)	•	10. Timber (litter understory)
Brush	4.	Chaparral (6 feet)	Slash	11. Light Logging Slash
Group	5.	Brush (2 feet)	Group	12. Medium Logging Slash
•	6.	Dormant Brush-Hardwood Slash	•	13. Heavy Logging Slash
	7.	Southern Rough		

Recommendation: Check as appropriate and/or make comments regarding the future needs for development of this trainee.

Date: List the date the record is being completed.

Evaluator's initials: Initial here to authenticate your recommendations and to allow for comparison with initials in the Qualifications Record.

Evaluator's relevant red card rating: List <u>your</u> certification relevant to the Trainee position you supervised.

Evaluation Record

TRAINEE NAME			TRAINEE POSITION		
, ,, , ,	r's name: office title & agency	:			
Evaluator' hon	e unit address & ph	one:			
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildfire, prescribed fire, wildland fire use, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
			to		
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named Trainee. I recommend the following for further development of this Trainee. The individual has successfully performed all tasks for the position and should be considered for certification. The individual was not able to complete certain tasks (comments below) or additional guidance is required. Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a Trainee. Recommendations: Evaluator's initials: Evaluator's relevant red card (or					
Date:agency certifica		Evaluator s initials.		Evaluator 5 reieva.	III Teu caru (or
#2 Evaluato Incident/	r's name: office title & agency:	:			
Evaluator' hom	e unit address & ph	one:			
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildfire, prescribed fire, wildland fire use search & rescue, etc.)	Resources (inclusive dates in trainee status e Trainee's Position		Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
			to		
named Trainee. The in The in Not al evalua The in requir	I recommend the foldividual has success divi dual was not able tasks were evaluated tion. I dividual is severely ted & knowledge and tons:	ollowing for further devifully performed all task le to complete certain ta ed on this assignment an deficient in the perform I skills needed) prior to	velopment of this Trai as for the position and asks (comments below and an additional assignance of tasks for the p additional assignmen	should be considered for or additional guidance is nment is needed to complet position and needs further	certification. required. ete the training (both
	tion) rating:		·	Evaluator's releva	nt red card (or

Evaluation Record (Continuation Sheet)

	TRAINEE NAME TRAINEE POSITION				
110	or's name: /office title & agency	:			
Evaluator' hor	ne unit address & ph	one:			
Name and Location of Incident or Simulation (agency & area	Incident Kind (wildfire, prescribed fire, wildland fire use, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
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Date:agency certific	ation) rating:	Evaluator's initials:		Evaluator's releva	nt red card (or
#4 Evaluator's name: Incident/office title & agency: Evaluator' home unit address & phone:					
Name and	Incident Kind		Duration	Management Level or	NFFL
Location of Incident or Simulation (agency & area	(wildfire, prescribed fire, wildland fire use	Number & Type of Resources Pertinent to Trainee's Position	(inclusive dates in trainee status)	Prescribed Fire Complexity Level	Fuel Model(s)
			to		
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Date: Evaluator's initials: Evaluator's relevant red card (or agency certification) rating:					